

Data Ticket, Inc.  
ClientServices@DataTicket.com  
Direct: 949-428-7240

City of Merced  
Parking Citation  
Processing and Payment Services

## **EXHIBIT A SCOPE OF SERVICES**

### High Level Approach

Our approach to citation processing is continually evolving. We have been processing parking citations for 29 years. We use our experience and expertise to continually improve our software and our services so that our partnerships with our Clients continue to evolve and grow.

During the life of any contract, we believe it is our responsibility to benefit our Clients technically by providing regular enhancements. Our software is living software. It is provided as a Software as a Service (SaaS) model. Because our Clients do not own the software, it is Data Ticket's responsibility to enhance that software regularly, thereby providing our clients with new, forward-thinking functionality.

Data Ticket's Citation Management Solution is available to our clients via a 100% web-based solution. We are the leader in the industry with regard to our customer service, industry knowledge and willingness to partner on every level with our Clients. Since we have the benefit of processing for many agencies across the United States, we have the access and ability to observe and understand "best practices" in the industry and to share those best practices with our Clients. We partner 100% with our Clients to meet and exceed their needs and we expect our Clients to rely on us for our expertise.

Data Ticket offers several models to meet the City's Citation Management Processing requirements. These models range from Data Ticket performing all services in-house to the City performing all services in-house to a combination of sharing or dividing tasks and services. Based on our experience and the City's RFP, we understand the City wishes to provide the highest level of customer service for all types of customers while potentially removing some of the daily responsibilities. Based on this information, we have provided what we believe to be best practices that will provide the maximum benefit for the City's Customers and Staff.

The table below **represents our current division of responsibilities with the City.** We believe this division of responsibilities best utilizes our solution and services while providing relief to the City for performing work functions that are not necessary. The check marked items indicate who will take the primary responsibility for the items below:

Functionality	City Personnel Performs	Data Ticket Performs
Data Entry of Manually Written Citations		✓
Automated Electronic Transmission of Citations	✓	
Real-time automated registered owner retrieval		✓
Generation, printing and sending notices		✓

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Functionality	City Personnel Performs	Data Ticket Performs
View photos, videos and voice recordings of citations in the format in which they are sent	✓	✓
Automated Bail Escalation		✓
Automated management of the FTB and Delinquent Processes		✓
Place citations on adjudication holds and scan all supporting documentation		✓
Enter 1 <sup>st</sup> Level Dispositions	✓	
Send all Adjudication Letters		✓
Schedule 2 <sup>nd</sup> Level Hearings		✓
Enter notes to be viewed by the City and Data Ticket	✓	✓
Handle Customer Service, including IVR and live, bi-lingual customer service phone lines		✓

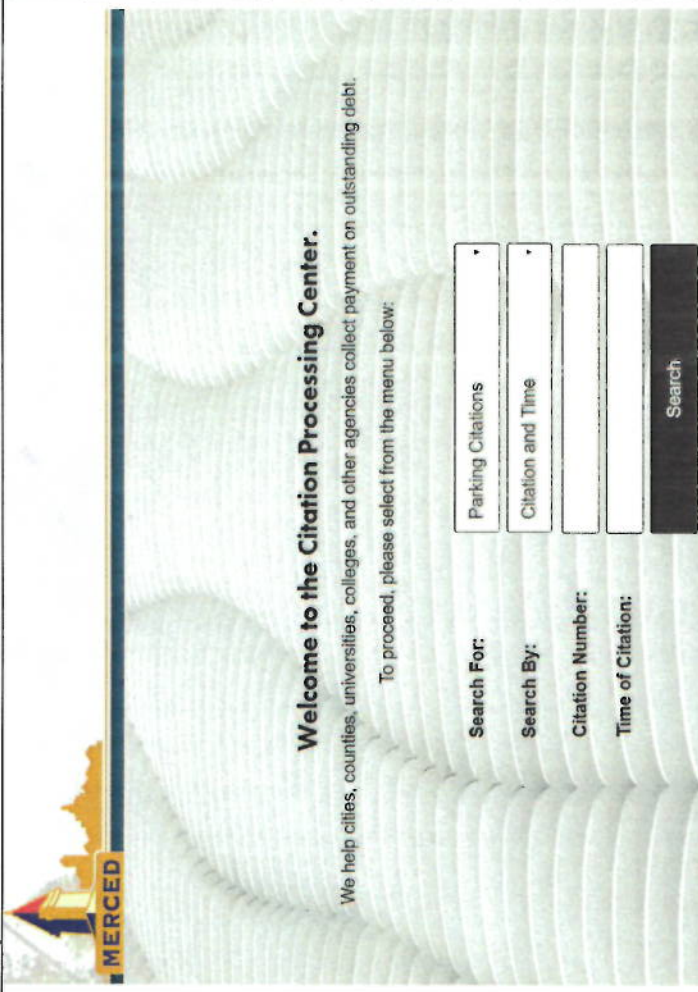


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### Summary Scope of Work



Data Ticket has read and understands the City's Scope of Work for Parking Citation Processing Services. We are fully capable of meeting the required services and we will exceed the service and technology level expectations of the City and the public. Below we have provided a summarization of the technology and services we recommend the City utilize. This is simply a recommendation. A vast majority of our services are offered as options the City may elect to utilize.

Service / Technology	Data Ticket's Recommendation	Sample City of Merced - branded Parking Citation Public Experience
Automated Online Processing	<p>Our Solution is <b>100% web-based</b></p> <p>The Solution is accessible by <b>City Personnel via unique usernames and passwords</b></p> <p>As shown, we recommend providing the <b>public with a branded web interface to reflect the City's branding for the payment and appeal of citations</b></p> <p>We recommend the Public is provided with <b>as many search options as possible</b> to find their citation(s)</p>	

*Image Confidential and Proprietary to Data Ticket, Inc.*



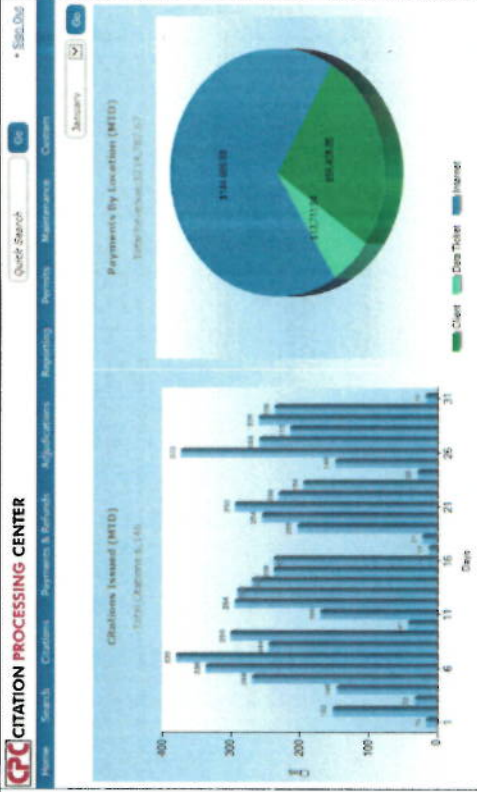
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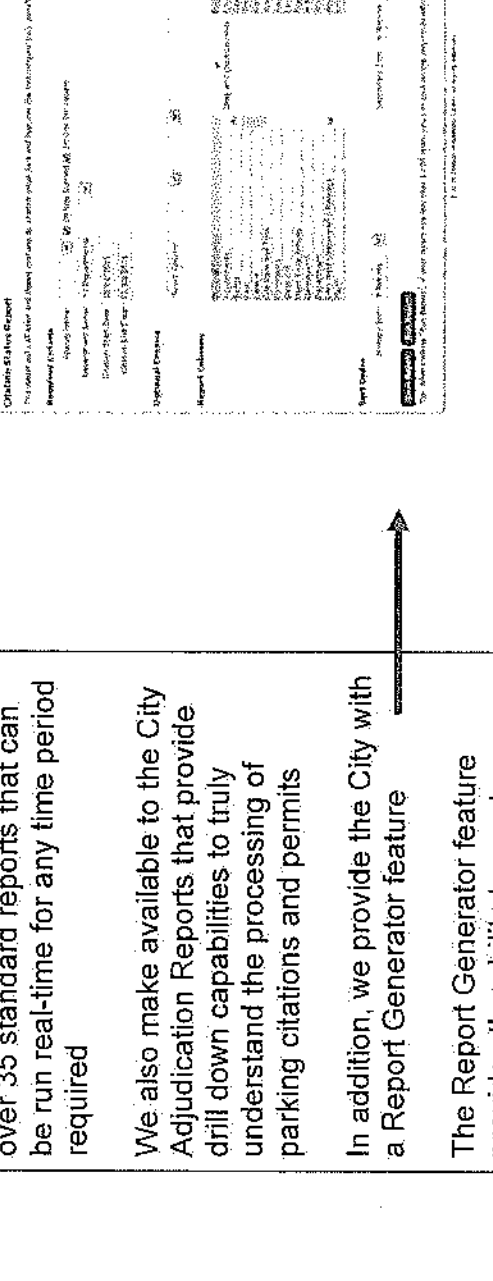
Service / Technology	Data Ticket's Recommendation	Sample Android Handheld Device / GPS Mapping Feature
<b>Handheld Ticket Writers</b>	<p>We recommend the use of Android-based handheld ticket writers that provide the most advanced features, including:</p> <ul style="list-style-type: none"> <li>- 12MP photos</li> <li>- Video Recording</li> <li>- Voice Recording</li> <li>- GPS Mapping</li> <li>- Cite by Voice</li> <li>- Real-time Connection to DMV</li> <li>- Real-time Communication with other handhelds while in the field</li> <li>- Real-time Scofflaw, Permit, VIP and other files</li> <li>- Real-time transmission of citations</li> <li>- Auto-population of vehicle fields</li> <li>- Integrated, customized camera feature</li> <li>- License Plate Picture to Text Translation</li> <li>- Digital Chalking for timed spaces</li> </ul>	  <p>Samsung Galaxy S8 &amp; S8+</p>

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Service / Technology	Data Ticket's Recommendation	Access Methods Utilized
Access to DMV	<p>Data Ticket will continue to utilize our online connection with CA DMV to obtain registered owner information and place registration holds and releases; Data Ticket will also continue to utilize our real-time NLETS connection to obtain out of state registered owner information</p> <p>Please note: access using these solutions is real-time; we do not obtain RO information via a batch method</p>	 
Service / Technology Reporting Capabilities	<p>Data Ticket's Recommendation</p> <p>All reporting provided by Data Ticket is done so online</p> <p>Our reporting home page is customizable and provides our clients with a quick snapshot of real-time parking citation data</p>	<p><b>Reporting Features</b></p> 

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Service / Technology	<p><b>Data Ticket's Recommendation</b></p> <p>We currently provide the City with over 35 standard reports that can be run real-time for any time period required</p> <p>We also make available to the City Adjudication Reports that provide drill down capabilities to truly understand the processing of parking citations and permits</p> <p>In addition, we provide the City with a Report Generator feature</p> <p>The Report Generator feature provides the ability to create, save and share custom reports amongst co-workers</p>	Reporting Features
		

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### ***Detail Scope of Work***

On the prior pages, we provided the City with a high-level summary of the services we recommend the City utilize in order to modernize the current parking processing programs. Below and on the following pages, we have provided a detailed accounting of how we believe our services and technology will assist the City in that modernization.

### **Parking Citation Entry**

#### ***Manual Citation Data Entry***

- Data Ticket's Mail Department accepts, data enters and updates manually written citations Monday – Friday from 7:30am -5pm, Pacific. Citations manually issued can be sent to Data Ticket via email, regular US Mail, FedEx or some other expedited mail delivery service. If received via paper, the citations will be opened, batched and provided to our on-site Data Entry Department. If manually written citations are emailed to Data Ticket, the citations will be opened and keyed immediately. Manually written citations are keyed and available on the Internet within 24-48 hours of receipt.
- Data Ticket provides City Personnel with full edit capabilities for electronically issued and manually issued citations. In addition, our Operations Department will edit any citation data required.
- Data Ticket's Data Entry Department notifies City Personnel with any manually issued citations that cannot be entered due to errors or missing information.
- Hard copies of manually issued citations are scanned and stored on our network for any period defined by the City. Once scanned, the physical copies of these citations are destroyed.
- Per the above, all copies of citations are scanned and stored on our network for any time-period required.

#### ***Electronic Citation Importation***

- Data Ticket will accept the City's electronically issued citations via our Secure File Transfer Protocol or via a wireless connection, depending on the City's preference. If the City elects not to use wireless transmission, electronic files can be sent as often as the City requires and do not require any human intervention on our side. Once a file has been received, it is automatically downloaded to the database and available for viewing on our website. This process is automated and can be performed 24/7.
- Electronically issued citations will be stored in our SQL database.
- Electronically issued citations are stored in our Solution for as long as the City defines.

### **Registered Owner Retrieval from State DMV**

- Data Ticket is online with California DMV for registered owner information and has been for the past 29 years.
- Data Ticket is the only vendor in the industry who, within 1-2 minutes of receipt of a citation, obtains CA registered owner information via an online connection with CA DMV. In addition, Data Ticket can lookup registered owner information and place holds and releases manually. In the event the City requires a manual hold or release be placed, that will be processed the same business day the request is received.

- Our Operations Department reviews all "No Hits" to ensure the data provided on the citation is accurate. In addition, Data Ticket provides our Clients with a real-time report where they can view all citations for which a "No Hit" was received. Finally, Data Ticket attempts to obtain a registered owner once every 30 days from all DMVs to ensure we obtain a registered owner as soon as one is available. In addition, we will also resubmit citations upon request to determine if a registered owner is available. Finally, we treat citations written with a VIN in the same manner we treat citations issued with a Plate.
- Data Ticket's in-house Operations Department reviews all citations daily that are returned as a make/mismatch from DMV. In the event a Make Mismatch occurs, the citation is automatically placed on real-time report available to the City 24/7. In addition, Data Ticket supplies our Clients with real-time notification of all make mismatches via our online, real-time reports. Of course, these reports can also be generated at month-end if the City prefers.

#### Out-of-State Registered Owner Retrieval from State DMV

- Data Ticket obtains registered owner information for out-of-state plates utilizing a combination of direct access methods for states like Arizona, Florida, Illinois, Maryland, North Carolina, Nevada, Ohio, Oregon, Pennsylvania, Texas and a variety of others.



- Data Ticket also obtains registered owner information for out-of-state plates utilizing NLETs. NLETs functions much like a CLETs interface whereby Data Ticket has access to out-of-state registered owner information 24/7, compared with dependence on each individual state.

#### DMV Registration Holds/Releases

- Real-time, through our online connection with DMV, Data Ticket places California registration holds and releases. Our connection ***automatically provides us with next day confirmation that a registration hold or release was successful.*** Other processing vendors including the City's prior vendor do not get that confirmation until the monthly DMV file is provided by DMV. This significantly impacts the ability to process holds and releases effectively as it means there could be up to 4 weeks of duration before the City can be guaranteed a hold or release was successful.
- Data Ticket will change the registered owner or responsible party information upon proof of a sale, rental agreement or other transaction permitted by California Vehicle Code. Data Ticket will never purge registered owner information, rather we provide it to the City at the citation level.

### **Payment Processing**

- Data Ticket provides for the acceptance of payments via US Mail. Correspondence and payments accepted via our Newport Beach PO Box are picked up daily by 7:00am and delivered via bonded, insured courier to our office for processing. All incoming mail is sorted and batched by postmark. In the event a postmark date is not available, we will utilize either the receipt date or the check date, depending on which date the City prefers. Utilizing the postmark date will automatically reverse penalties that may have applied from the postmark date to the receipt date.
- Payments received via US Mail are processed in-house and deposited within 24 hours of receipt. As payments are made, the City will have access to real-time reports, available 24/7 and reflecting each payment.
- Online reports are made available to the City that accurately reflect all bank deposits made daily.
- Daily and monthly, Data Ticket reconciles deposits made to ensure all payments have been properly accounted for. All backup received with payment data is scanned and stored on our network for as long as the City is a Client. All bank deposit information will be stored on behalf of the City for as long as the City requires.
- Data Ticket will send notices to a Registered Owner when a partial payment is made, when a check is returned for insufficient funds and on an unpaid citation when a change of RO has occurred.

### **Correspondence Processing**

- Data Ticket will continue to process all inbound correspondence within two (2) business days of receipt.

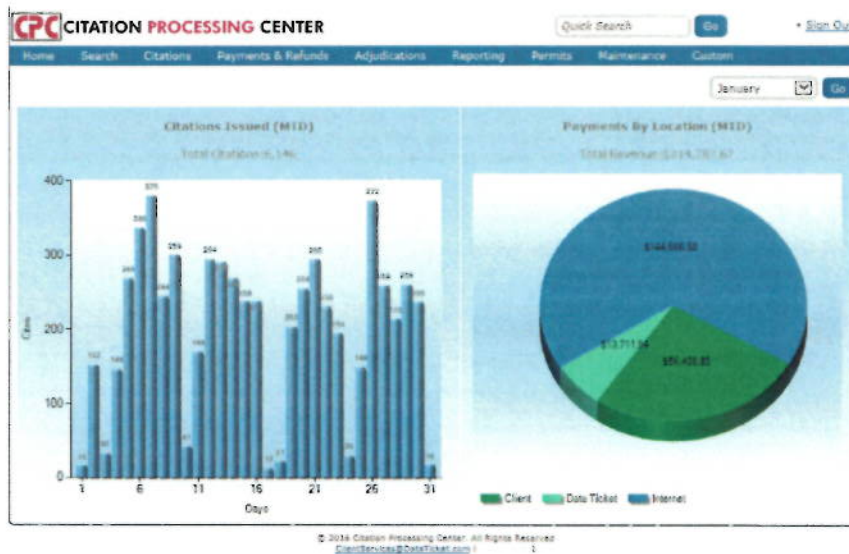
### **Reporting**

- Parking citations generate a tremendous amount of data. That data is only useful if you have the right tools to report on that data. Our Solution provides for over 200 reports that can be run real-time for any time-period required. While this sounds impressive, we realize not all Agencies have the time to run reports. Our Client Services Department will gladly provide any reports required at any time to the City. It's just part of the exceptional Customer Service we provide.
- If the City chooses to run reports on their own, all of Data Ticket's reports are available to District Staff real-time, online. There is no limit to the amount of reporting the City can generate. In the event the City ever requires a custom report or additional fields or optional criteria on a report, we will gladly add the custom report, field or optional criteria at no charge.
- On the following pages we have provided an overview of a small sampling of the reporting we provide to our clients, online. Below is a screen shot of our Reporting Home page that displays citation statistics in a graphical manner for our clients. As you can see from this screen shot, a dropdown box is provided in the top right corner that allows the user to select the month that he/she wishes to view. In addition, this screen is configurable to display a variety of statistics.



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Our Solution provides the ability to select from Standard Report, Permit Reports, Adjudication Reports and My Reports. Below and on the following pages, we have provided samples of some of the available reports. Each of these reports can be generated in Summary or Detail mode, depending on the user's requirements.

### Sample Officer Summary Report:

Officer Summary Report										All Departments	
Date Range: 12/01/2017-12/14/2017											
Ridge	Officer Name	Citation	Cite Date	Time	Plate	State	Make	Location	Status	Owing	Municipal Code
0888	0888	0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	\$68.00	021112.A
0888	0888	0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	\$68.00	021112.A
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0888	0888	0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001			

### Sample Citation Status Report (Summary):

Citation Status Report

Date Range: 12/01/2017-12/14/2017

Status	# Citations	Original	Charges/Fees	Payments	Owing
Closed	34	\$1,023.50		\$1,023.50	\$0.00
On Hold	4	\$0.00			\$0.00
Open	232	\$14,314.00			\$14,314.00
Warn	10	\$0.00			\$0.00
Totals	280	\$15,337.50	\$0.00	\$1,023.50	\$14,314.00

4 records matched your report criteria (Including Current and Delinquent Citations, Sorted By: \* Notices)

4 records matched your report criteria (including Current and Delinquent Citations, Sorted By: # Notices)

Report Generated 12/14/2017 @ 12:28:38 PM Powered by Citation Processing Center, a Data Ticket Inc. Property  
Report is Final

### Sample Citation Status Report (Detail):

Citation Status Report												48 Exemptions				
Date Range: 08/01/2017-12/14/2017																
Citation	Cite Date	Time	Plate/VIN	State	Make	Location	Status	# Notices	RD	Appealed?	On Hold?	FED?	Original	Charges/Fees	Payments	Unpaid
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
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0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
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0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01	12:00	0748	CA	FORD	LAD-LOT 1, 4001 S CARSON ST LONG BEACH, CA 90808	Open	1	No	No	No	No	\$68.00			\$68.00
0888	12/01															

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**City of Merced**  
Parking Citation  
Processing and Payment Services

### Payments Grouped by Received Date

Location	Sub-Location	# Citations	Net Amount	Reversals	# Reversals
Client	OTC	40	\$2,844.50	\$0.00	0
Date Ticketed		4	\$169.50	\$0.00	0
Endorsement		75	\$5,149.75	\$0.00	0
Totals:		122	\$7,044.25	\$0.00	0

### Payments Grouped by Received Date

Daily Posted by Client Report

Date Range: 12/01/2017-12/14/2017												All Departments	
Day	# In State Payments	In State Amount	# Out of State Payments	Out of State Amount	# Orphan Payments	Orphan Amount	# Total Payments	Total Credit Payments	Total Other Payments	Total NSF	Total Reversals	Total Payments	
01-Fri	2	\$113.00	0	\$0.00	0	\$0.00	2	\$113.00	\$0.00	\$0.00	\$0.00	\$113.00	
02-Thur	3	\$236.00	0	\$0.00	0	\$0.00	3	\$149.50	\$86.50	\$0.00	\$0.00	\$236.00	
03-Wed	13	\$930.73	0	\$0.00	0	\$0.00	11	\$456.20	\$480.53	\$0.00	\$0.00	\$936.73	
04-Tue	4	\$282.50	0	\$0.00	0	\$0.00	4	\$293.50	\$0.00	\$0.00	\$0.00	\$282.50	
05-Mon	4	\$226.00	0	\$0.00	0	\$0.00	4	\$36.50	\$189.50	\$0.00	\$0.00	\$226.00	
06-Mon	10	\$592.25	0	\$0.00	0	\$0.00	10	\$113.00	\$480.25	\$0.00	\$0.00	\$592.25	
07-Wed	2	\$113.00	0	\$0.00	0	\$0.00	2	\$56.50	\$56.50	\$0.00	\$0.00	\$113.00	
08-Tue	6	\$385.50	0	\$0.00	0	\$0.00	6	\$56.50	\$329.00	\$0.00	\$0.00	\$385.50	
09-Fri	1	\$56.50	0	\$0.00	0	\$0.00	1	\$0.00	\$56.50	\$0.00	\$0.00	\$56.50	
Totals:	43	\$2,944.50	0	\$0.00	0	\$0.00	43	\$2,034.00	\$910.50	\$0.00	\$0.00	\$2,944.50	

Permits by Valid Date and Lot

Permits by Payment Date and Lot

Account #	Permit Holder	City/State/Zip Code	Permit #	Permit Type	Valid From	Valid To	Price Paid?	Payment Type	Payment Location	Lot Name	Pay Date
10	Seal Beach, CA 92649	CA	32403	Susst	11/01/2017	10/31/2018	\$30.00	Yes	Cash	Palms Avenue Parking Garage	12/02/2017
11	Seal Beach, CA 92649	CA	32093	Resident	11/01/2017	10/31/2018	\$15.00	Yes	Cash		12/01/2017
12	Seal Beach, CA 92649	CA	32404	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017
13	Seal Beach, CA 92649	CA	32106	Resident	11/01/2017	10/31/2018	\$15.00	Yes	Cash		12/01/2017
14	Seal Beach, CA 92649	CA	32398	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017
15	Seal Beach, CA 92649	CA	32409	Susst	11/01/2017	10/31/2018	\$30.00	Yes	Cash		12/01/2017
16	Seal Beach, CA 92649	CA	32410	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017
17	Seal Beach, CA 92649	CA	32108	Resident	11/01/2017	10/31/2018	\$15.00	Yes	Cash		12/01/2017
18	Seal Beach, CA 92649	CA	32113	Resident	11/01/2017	10/31/2018	\$15.00	Yes	Cash		12/01/2017
19	Seal Beach, CA 92649	CA	32411	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017
20	Seal Beach, CA 92649	CA	32412	Susst	11/01/2017	10/31/2018	\$30.00	Yes	Cash		12/01/2017
21	Seal Beach, CA 92649	CA	32105	Resident	11/01/2017	10/31/2018	\$15.00	Yes	Cash		12/01/2017
22	Seal Beach, CA 92649	CA	32408	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017
23	Seal Beach, CA 92649	CA	32095	Resident	11/01/2017	10/31/2018	\$15.00	Yes	Cash		12/01/2017
24	Seal Beach, CA 92649	CA	32390	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017
25	Seal Beach, CA 92649	CA	32391	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017
26	Seal Beach, CA 92649	CA	32394	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017
27	Seal Beach, CA 92649	CA	32392	Susst	11/01/2017	10/31/2018	\$20.00	Yes	Cash		12/01/2017

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### Permits by Lot:

Permit by Lot  
 12/11/2017

Lot Name	Permit Holder	StreetAddress	City/State/ZipCode	Permit #	DHV Verified
Palm Avenue Parking Garage	Ma	44	SEAL BEACH, 90740	20	No
Palm Avenue Parking Garage	Ma	44	SEAL BEACH, 90740	20	No
Palm Avenue Parking Garage	Ma	30	Seal Beach, 90740	21	Yes
Palm Avenue Parking Garage	Ma	30	Seal Beach, 90740	21	Yes
Palm Avenue Parking Garage	Ma	30	Seal Beach, 90740	21	Yes
Palm Avenue Parking Garage	Ma	30	Seal Beach, 90740	21	Yes
Palm Avenue Parking Garage	Ma	30	Seal Beach, 90740	20	Yes
Palm Avenue Parking Garage	Ma	30	Seal Beach, 90740	20	Yes

Again, these are simply samples of the over 200 reports available for District Personnel to generate, save, print and share.

Our Solution will provide the City with the most advanced reporting capabilities using our Report Generator feature. This feature provides City Personnel with the ability to select a "Standard Report" or to select a "Data Grouping" and create custom, real-time reports. These reports can be saved, shared amongst co-workers, or just run and viewed.

On the following page we have provided an image of our "**Report Generator**" capability. This capability provides City Personnel with the ability to select a "Standard Report" and set Optional Criteria, as well as drag and drop Report Columns into and out of the report. If you choose, you can also start with a "Data Collection" and create a totally custom report.

**CITATION PROCESSING CENTER**

Quick Search: [ ] Go [ ]

Home Search Citations Payments & Refunds Adjudications Reporting Permits Maintenance

**Citation Status Report**

This report pulls all open and closed citations by citation issue date and features the total original bail, penalty, payment, and owing amount.

**Required Criteria**

Agency Name: [ ] Include Current ☒ Include Delinquent ☒

Department Name: All Departments [ ]

Citation Start Date: 02/01/2016

Citation End Date: 02/03/2016

**Optional Criteria**

Select Column: [ ] AND [ ]

**Report Columns**

Optional Columns: [ ]

Columns Included in Report: [ ]

Sort Order: Primary Sort: # Notices [ ] Secondary Sort: # Notices [ ]

Save Report Run Report

Tip: After clicking "Run Report", if your report has less than 1,000 rows, you can click on the column headings for sorting.

Once you have created a report you would like to run on a regular basis, you can save the report to a "My Reports" menu that then allows you to delete, clone or share the reports amongst co-workers. On the following page you will see an image of a user who has created custom, saved reports.

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The screenshot shows the 'CITATION PROCESSING CENTER' web application. At the top, there is a navigation bar with links: Home, Search, Citations, Payments & Refunds, Adjudications, Reporting, Permits, and Maintenance. Below the navigation bar, there is a 'Quick Search' field and a 'Go' button. The main content area is titled 'Saved Reports' and contains a table with the following columns: Report Name, Description, Created By, Creation Date, Delete, Clone, and Share. The table lists five reports: 'Allocation of Funds by Agency', 'Allocation of Funds by Agency - DMV', 'AT FTB OR CBR CITES', 'CA Plate RO Miss Report', and 'Cheryl's Month End Reports'.

Report Name	Description	Created By	Creation Date	Delete	Clone	Share
<a href="#">Allocation of Funds by Agency</a>	Testing		7/28/2014 8:19:43 AM	<a href="#">Delete</a>	<a href="#">Clone</a>	<a href="#">Share</a>
<a href="#">Allocation of Funds by Agency - DMV</a>	Testing		7/28/2014 8:19:43 AM	<a href="#">Delete</a>	<a href="#">Clone</a>	<a href="#">Share</a>
<a href="#">AT FTB OR CBR CITES</a>	This report pulls all open citations at FTB or CBR by citation start date.		1/28/2016 3:35:23 PM	<a href="#">Delete</a>	<a href="#">Clone</a>	<a href="#">Share</a>
<a href="#">CA Plate RO Miss Report</a>	This report details all citations issued for a CA Plate that have not had an RO Request made in the last 30 days. The citations listed on this report should have had 5 attempts made to obtain an RO. If citation are on this report and have had fewer than 5 attempts made and the last attempt was not made in the last 30 days, there is a problem.		10/9/2015 3:23:36 PM	<a href="#">Delete</a>	<a href="#">Clone</a>	<a href="#">Share</a>
<a href="#">Cheryl's Month End Reports</a>	This report pulls by officer the number of citations written, paid, and total owing amount. Cheryl, please change out the badge number under Optional Criteria to get the totals for each officer.		6/30/2014 12:51:37 PM	<a href="#">Delete</a>	<a href="#">Clone</a>	<a href="#">Share</a>

**ALL IMAGES PROPRIETARY AND CONFIDENTIAL TO DATA TICKET, INC.**

As requested, samples of reports have been provided in Section 8 of our response.

#### Toll-Free Telephone Service

- Data Ticket will provide the City with a fully staffed bi-lingual Customer Service Department Monday – Friday from 8am – 5pm Pacific to answer inbound calls and to return calls previously made.
- All Customer Service Representative answered and made calls are recorded digitally and can be provided to the City upon request and all matters are handled within 24 hours to ensure the highest level of customer service available.
- Call recordings will be provided to the City upon request.
- Data Ticket's a bi-lingual IVR Solution is available 24/7 to provide callers with general information about their citation(s), specific information about their citation(s) and to pay their citation(s).
- Data Ticket's Customer Service Department (and Customer facing website) accept Visa, MasterCard, Discover, and American Express. Receipts are automatically emailed to customers upon confirmation of payment. **Data Ticket offers the lowest credit card processing fee in the industry.**

#### Automated Voice Response System

- Data Ticket's a bi-lingual IVR Solution is available 24/7 to provide callers with general information about their citation(s), specific information about their citation(s) and to pay their citation(s).
- Data Ticket's IVR Solution (and Customer facing website) accept Visa, MasterCard, Discover, and American Express. Receipts are automatically emailed to customers upon confirmation of payment. **Data Ticket offers the lowest credit card processing fee in the industry.**

### **Courtesy Notices, Customer Notices and Letters**

- Data Ticket will be responsible for mailing all 1<sup>st</sup> Courtesy Notices for citations unpaid after the City's specified timeframe. These notices will be mailed via 1<sup>st</sup> Class Mail daily as soon as a citation is eligible to have a notice sent.
- Data Ticket sends all notices daily, dependent upon the event and/or the timeframe defined by the City. Each citation is treated independently so as each citation has fulfilled the requirements set forth by the City, the appropriate notices are sent. All notices sent by Data Ticket have the citation number, citation date, plate and state, make, notice date, violation(s) and amount due prominently positioned on them. In addition, each notice identifies the due date and dollar amount owed at each of the escalation dates, so the recipient is clear on what is owed and when. In addition, all notices define how to pay for the citation, appeal the citation (if applicable), inquire about the citation and provide a signoff section (if applicable) for the citation or show proof of non-liability.
- Each notice, except for the FTB notice, allows for customized text to be defined by the City of Orinda and each notice provides a toll-free, bi-lingual telephone number that is answered by both a bi-lingual IVR (integrated voice response) system and bi-lingual customer service agents that are all in-house. All notices are sent to the recipients with a #10 windowed envelope that allows the recipient to send a portion of their notice and their payment for processing. In addition to the allowance of the submission of check or money order, recipients may also submit a credit/debit card number for processing.
- A 2<sup>nd</sup> 1<sup>st</sup> Courtesy Notice will be mailed to a Renter or Lessee when a rental car agency or a leasing agency provides the corrected information.

### **On-Line Inquiry Access**

- Data Ticket will continue to provide a web-based Solution accessible via any Internet browser that allows the City to manage citations, including the ability to:
  - Enter voids with reason codes or full comments
  - Enter dismissals with reason codes or full comments
  - Enter letter data with the ability to add custom notes
  - Place holds (extensions) on citations and enter a hold date and a reason
  - Enter promissory notes with extension dates
  - Enter review and hearing notices and comments
  - Enter review and hearing dispositions, including notes and comments
  - Enter or request citation data corrections
  - View photos of the violation in the format they are sent
  - Enter phone notes to be viewed by the City and Data Ticket only
  - Enter or request citation data corrections and violation changes
  - Reduce citation dollar amounts
  - Enter refunds performed at the City
  - Enter NSFs received by the City
  - Enter payments taken at the City
- In addition, City Personnel can view:
  - All citation level information that was entered on the citation, including VIN

- All photographs, videos and voice recordings taken at the time of the citation issuance and transmitted to Data Ticket
- Status of the citation, provided in bolded text
- DMV Inquiry date and hold and release information and dates, including registered owner information, with address and registration expiration date
- Delinquent notice history, including date sent, date due, address sent to, registered owner, make of the vehicle and amount due
- Adjudication history, including date the citation was placed on a review and hearing hold, date hearing was scheduled for, date hearing schedule letter was sent, judgment, date judgment was entered, date judgment letter was sent, disposition information, hearing officer name, complete appeal description, images attached as part of the adjudication process and a complete description of the reason for appeal if the appellant appealed online
- Payment information, including payment type, payment received date, check date, check number, deposit date, payment location, amount paid and returned check date or credit card chargeback date
- Penalty history including penalty date, penalty amount
- Registered owner information as provided by DMV, including registration date and any names listed on the registration, VIN, make and model
- All phone notes as entered by our Customer Service Representatives and any other personnel who have a username and password
- The number of citations for each registered owner and the number of citation issued for each state / plate
- Vehicle registration history
- A complete audit trail of the citation, including a username and date for every transaction
- Our Solution is username and password protected and provides City Personnel with extensive access points / authority levels. Data Ticket's Citation Management System is 100% web-based. The entire system is accessible using individual usernames and passwords. Any City Personnel with access to the Internet and a web browser may access the system using a unique username and password that will be set up during the implementation phase. In the event new individuals require access to the system or individuals with existing access need their access level modified, Data Ticket will update the access levels the same day the request is made at no cost to the City.
- Data Ticket will continue to provide a web-based Solution accessible via any Internet browser that allows citizens to view a citation, pay for a citation, pay for multiple citations, get general information about a citation, request a 1<sup>st</sup> Level and a 2<sup>nd</sup> Level Hearing, as well as attach supporting documentation.

### **Support**

- Data Ticket has read and understands the City's requirements surrounding Support Services. We will meet and exceed those requirements. Our normal business hours are 7am – 5pm Monday – Friday, Pacific Standard Time.
- Technical Support is provided remotely and in-person when required during normal business hours. The City will have access to after-hour cell phones and email addresses in cases of emergency.



- Data Ticket will provide City Personnel with the annual report to comply with CVC 40200.30(b).
- Data Ticket will comply with all requirements of the State of California Vehicle Code regarding processing records sent by the City.
- User manuals are provided in electronic format directly through our web-based Solution.

### **Administrative Review & Hearing Tracking System**

#### *Processing Administrative Review Requests*

Data Ticket is the only citation processing agency that has a 100% dedicated Appeals Department that focuses all its time on 1<sup>st</sup> level Administrative Reviews and 2<sup>nd</sup> level Administrative Hearings. Each member of this department has gone through the California Public Parking Association's administrative review and hearing officer training and each member attends an annual review course provided by the CPPA. Data Ticket handles the administrative reviews for many of our clients, using our online adjudication processing system that allows the City, the public and Data Ticket, to expedite the adjudication process.

- Our Adjudication Solution is 100% integrated with our Parking Citation Processing Solution.
- All mail will be sorted, opened and batched by postmark, daily. In addition, Data Ticket will scan all supporting documentation into the system such that the City's Staff may review the documentation online.
- All 1<sup>st</sup> Level, 2<sup>nd</sup> Level and 3<sup>rd</sup> Level Requests will be placed on an adjudication hold within 2 business days of receipt.
- Data Ticket will continue to maintain a database for all administrative reviews, showing the real-time status of each request and ensuring a disposition is entered for each and that a disposition letter has been mailed for each.
- Our Solution will provide City Personnel as well as Appellants the ability to view real-time adjudication information at the citation level online.
- All 1<sup>st</sup> Level Administrative Review Request documentation and 2<sup>nd</sup> Level Hearing Request documentation and all 3<sup>rd</sup> Level Court documentation will be scanned and attached to the corresponding citation. No adjudication paperwork will ever be mailed to the City.
- Data Ticket guarantees each Administrative Review Request is entered in the Solution within 2 days of receipt.
- City Personnel can to view all citations in the adjudication process at any time.
- Data Ticket provides the City with a real-time refund request report that provides a detailed list of all citations dismissed through the adjudication process where a refund is due. The report includes the citation number, payer of the citation, including address, the amount owed and the reason the refund has been requested.
- Our Solution will continue to be updated real-time from any transaction because of any adjudication function.
- Data Ticket will continue to be responsible for sending all disposition letters via 1<sup>st</sup> Class Mail to an appellant. All disposition letters will be attached to the corresponding citation record such that City Personnel can view the letters at any time.
- All mail sent by Data Ticket on behalf of the City will be sent via 1<sup>st</sup> Class Mail.

- Data Ticket will continue to adhere to the City's requirements regarding timing of requests for a Review and a Hearing.
- Data Ticket will continue to provide the City with options to categorize a citation as Valid, Dismissed or Valid Correctable.
- All documents will be scanned and stored on our network as long as the City is a Client.
- Data Ticket will continue to provide a toll-free telephone number for appellants to speak with a bi-lingual staff member in our Adjudication Department. All calls handled by our Adjudication Department and our Customer Service Department will be handled with the utmost professionalism while providing detailed information regarding the adjudication process.
- Appellants will continue to be able to request a 1<sup>st</sup> Level Administrative Review and a 2<sup>nd</sup> Level Administrative Hearing online and attach supporting documentation.
- Appellants will continue to be able to submit supporting documentation for their 1<sup>st</sup> Level or 2<sup>nd</sup> Level adjudication request.

#### *Processing Administrative Hearings*

- Data Ticket will continue to receive and process all Administrative Hearing Requests, payments, hardship waivers, and miscellaneous adjudication documentation within 2 business days.
- Data Ticket and/or the City may schedule all Administrative Hearing Requests. The City will continue to have access to every Hearing Schedule online within our Solution.
- Data Ticket will continue to provide tracking and correspondence for all administrative hearing requests. This access will be provided online just as it is today.
- All mailings sent by Data Ticket on behalf of the City will be sent via 1<sup>st</sup> Class Mail.
- Data Ticket will enter and maintain all Administrative Hearing Requests. All transactions related to Hearings will be performed real-time, providing City Personnel with a true accounting of each request.
- Data Ticket's Adjudication Solution is fully integrated with our Processing Solution.
- Data Ticket will ensure a result is processed for each Hearing and that disposition is available online.
- Data Ticket will work with any Third-Party Hearing Officer and provide that individual with access to our Solution for entry of dispositions.
- Data Ticket will respond to inquiries for the City and the public regarding logistics associated with hearings.
- Data Ticket will send reschedule letters in the event a location, date or time of a Hearing has changed.
- Data Ticket will mail all dispositions letters via 1<sup>st</sup> Class Mail upon successful entry of a disposition.
- Data Ticket will continue to notify the City when a refund is due as a result of a disposition entry.

#### **AB503 – Indigent Payment Plans**

- With many of our Agencies focused on the implementation of AB 503, a significant concern is the impact it may have on Agency's Staff's time and responsibilities. Given

this, we have offered to accept and review all payment plan requests for persons claiming indigency.

- This new process includes the acceptance of documentation via the web and US Mail, the review of this documentation and the scanning of all the documentation and attachment to the citation to which it applies.
- Based on the City's business rules, Data Ticket will either accept or deny each request and then proceed to setup the payment plan or issue a letter of denial with a reason for the denial.
- All tracking will be performed within our Solution and real-time reports will continue to be available to City Personnel for tracking purposes.

#### **Payment to County**

- Data Ticket will continue to collect, track and send monthly payment to the County of Merced for the portion of monies collected that belong to the County and the State.

#### **Additional Services**

- Online payments are authorized and processed real-time via VISA, MasterCard, Discover and American Express and the individual is provided with a confirmation number that matches the real-time authorization number. Data Ticket offers the lowest credit / debit card convenience fee in the industry and charges this fee at the transaction level. That means the fee is charged once, regardless of the number of citations paid at a single point. Our fee is also a fixed fee, regardless of the amount paid.
- Data Ticket offers a bi-lingual IVR Solution that is available 24/7 to provide citation specific information and provide the option to pay a citation.
- Data Ticket currently provides the City with FTB Processing and recommends we continue to do so. Unlike other vendors, Data Ticket submits debts to FTB weekly throughout the year to ensure the City is benefitting from the program. ***Additionally, Data Ticket is the only vendor that pays our client's FTB invoices.***

Data Ticket understands the City currently utilizes the Casio IT9000; however, the City may be interested in newer technology that offers a significantly improved user experience as well as additional capabilities within the citation issuance and management processes. We have provided options below for the City to consider.

If City Personnel do not see the unit they would like to utilize, we are happy to work with the City to determine which unit(s) the City prefers and install our Handheld Citation Issuance Application on the preferred solution. Additionally, the City would not be confined to selecting a single handheld unit. A combination of units may be utilized across issuing Officers to accommodate each Officer's needs. If 2 Officers like the N5 Print and 1 Officer likes the Android-based Unit, we will accommodate that.

The units offered on the following pages are:

- ✦ **Samsung Galaxy S8+ or Similar Android Device** – This unit is being used more frequently by Officers because of its flexibility in offerings. The units typically act as phones, are capable of texting and are generally very easy to use as many Officers



carry a similar device today. In addition, the screen is typically larger than the more ruggedized devices.

- **N5 Print** – This unit is a single piece unit that incorporates a Samsung Android Device and a printer to provide those Clients looking for a single piece unit combined with the Android Operating System.

Below, we have provided a brief comparison of the units provided so City Personnel can easily compare each unit against the other:

Item	Samsung Galaxy S8+ or Similar Device	N5 Print
Dimensions:		
W	2.67"	4.73"
L	5.866"	10.8"
D	.318"	2.65"
Screen Size	5.8" Diagonal	5.7" Diagonal
Weight	.341 lbs	1.66 lbs
Wirelessly Enabled	With a cellular plan	With a cellular plan
Printer Type	External	Integrated Thermal
Operating System	Android 7.0 Nougat	Android OS 5
Camera	Front: 8MP Color Rear: 12 MP - Color	Front: 2 MP Color Rear: 16 MP - Color
Keyboard	Virtual Keyboard with separate numbers / letters	Virtual Keyboard with separate numbers / letters
Operating Period	~14 – 37 hours	~ 14 -32 hours
Charge Time	2 hours	5 hours
Drop Durability	Not measured	Not measured
Temperature Range	-4 F to 122 F	-4 F to 122 F
Bar Code Reader	1D / 2D	1D / 2D

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City of Merced  
Parking Citation  
Processing and Payment Services

### **Samsung Galaxy or Similar Device**



### **N5 Print**



### **Printers Offered by Data Ticket for 2 Piece Units**

Data Ticket recommends the use of a 3" or 4" Bluetooth printer. The selection of a printer is similar to the selection of a handheld ticket writer. City Personnel may select a single printer to use for all Officers or City Personnel may wish to use a variety of printers. Of course, we do recommend City Personnel use a single ticket width, so a single ticket order will work, regardless of the printer selected.

Below we have provided 2 of the popular models used by our Clients that elect a 2-piece unit:

- ✿ **3" or 4" TSC Printer** – The TSC Alpha-3R and the Alpha-4L 4-inch direct thermal portable printers features a rugged design and reliable performance that will continue to operate long after other printers have failed. Both units are comfortable, light-weight printers capable of working with any mobile printing application where you need citations printed wherever you are. With its optional cases, the printers are IP54-rated to resist dust and water and each printer endures to a 6-foot fall and keeps printing. These small and light printers can be worn comfortably for a full shift, without interfering with the Officer's tasks.

### Handheld Printer Images

3" TSC Printer



4" TSC Printer



### *Citation Issuance Application*

All handheld software is developed, owned and fully supported by Data Ticket, Inc. Should you need to replace or repair a unit, we have dedicated handheld resources available to you for troubleshooting, repairs, upgrades, general question inquiry and technical support.

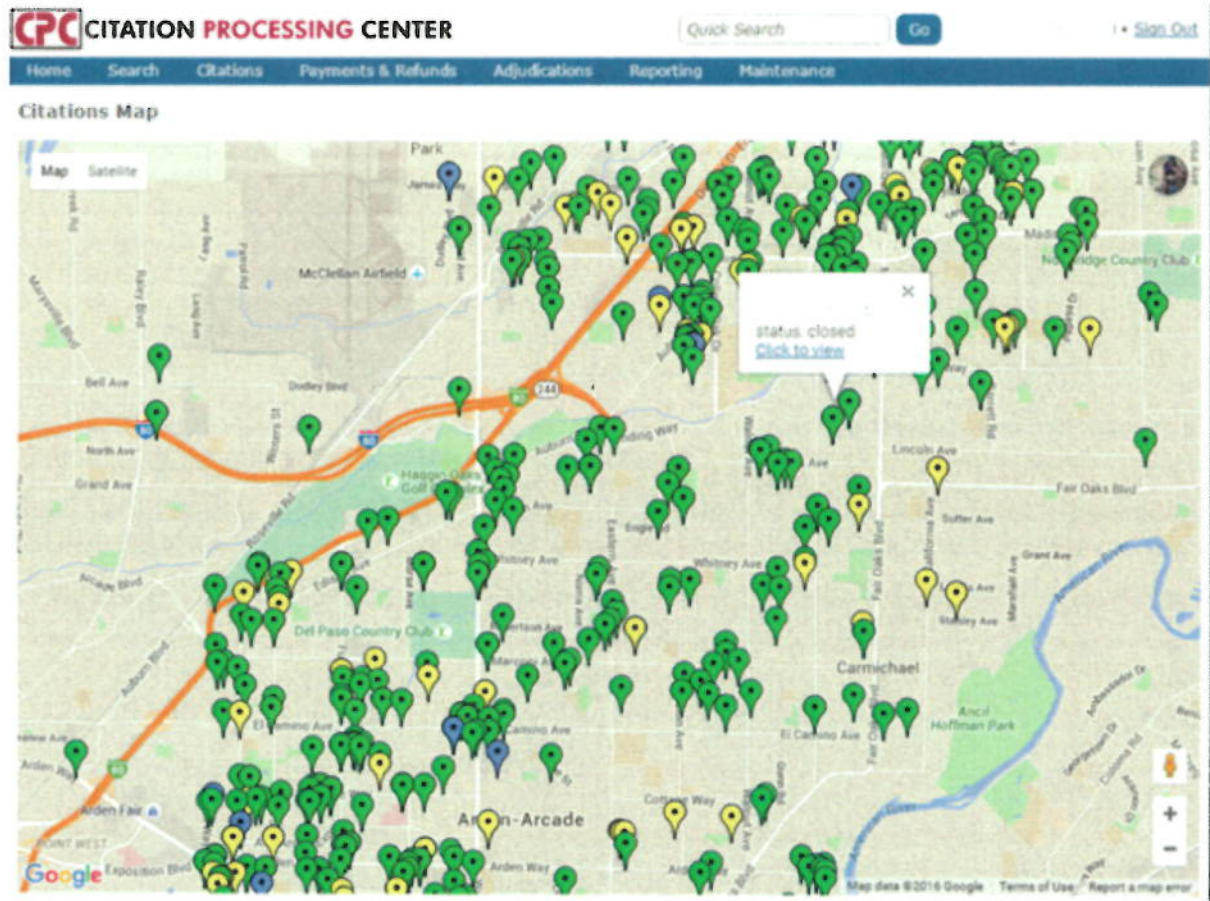
Data Ticket has provided the City with multiple options for handheld ticket writers that we believe meet or exceed the City's requirements. Below and on the following pages is a short list of the features available in our citation issuance application:

- **Live, Wirelessly Enabled Software** – Citation data is transferred wirelessly to our solution using either an automated transmission mode or a batch mode. **No workstation or software is required to wirelessly transmit citations to our Solution.**
- **Immediate Payment** – Because the handheld can transmit citations in real-time, citation recipients can immediately pay on their cell phone, PDA, PC or other internet connected device.
- **Bar Code / OCR Scan Line Usage** - Our handheld software utilizes the printing of barcodes and OCR scan lines to better integrate our client's financial and or cashiering systems and eliminate data entry by cashiers.
- **Real-Time Scofflaw / Permit / VIP Alerts** - Officers in the field can be notified by a visual and audible alert when a license plate is a scofflaw (habitual offender), has a valid permit or does not, or is on a VIP list.



- ✱ **Pre-population of Citation Data** – Upon entering a meter number, the citation will automatically populate the location of the violation. Similarly, if a vehicle has been cited in the past, upon entry of the license plate number, the vehicle information will be pre-populated on the citation
- ✱ **Prior Citation Look-up** – Upon entry of a license plate that has been cited in the past, the Officer will be alerted to the number of and types of violations issued in the past and the amount owed, if any. In addition, the citation information is used to pre-populate the current citation, saving the Officer valuable time.
- ✱ **Electronic Chalking** – Officers are able to perform electronic chalking that alerts them of a violator, automatically.
- ✱ **Integrated Video Recordings, Audio Recordings and Pictures** – The android based software solution includes the ability to capture video, audio and pictures and transmits them at the time the citation is transmitted. These items are then displayed to City Personnel when viewing the citation online.
- ✱ **GPS** – Wirelessly enabled citation writers have the ability to utilize the built-in GPS capabilities that provide for tracking of each device, as well as tracking and images of citation issuance areas.
- ✱ **Multiple Violation Issuance** – If authorized by the City, Officers are able to issue up to 3 violations per citation. Should the City require the ability to issue more or fewer violations per citations, a simple configuration change will update the handhelds immediately.
- ✱ **Warning / Courtesy Notice Citations** – The Solution provides Officers with the ability to issue warning or courtesy citations, as well as track those citations.
- ✱ **Issuance Mapping** – Our Solution can track the issuance of citations and display that in map format to understand what types of violations are being issued and where they are being issued. An image of this feature is provided below. As you can see on the following pages, **the map displays violations by color and provides the ability to zoom in and out of a particular area, as well as to click in a citation and have it take the user directly to the citation in question.**





*Image Proprietary and Confidential to Data Ticket, Inc.*

Regardless of the handheld units the City decides to move forward with, the electronic transmission of the citation files occurs automatically. This capability means **the City can transmit cites 24/7 and they will be automatically loaded into our Solution without ever having to be touched. This means the City's electronic citations will be available on the web faster than with any other vendor can provide.**

**Online Notices** – Data Ticket moved to a new noticing vendor over three years ago because we wanted the ability to **provide our clients the option to print and reprint notices that are sent to customers** on behalf of the City. This enables our clients to confirm the address to which each notice was sent, and it also provides our clients with the ability to see an actual copy of notice within our website. Our noticing vendor provides each notice to Data Ticket via a PDF. This PDF is then stored on a server that's sole purpose is to provide access to each notice sent. When a client is viewing a citation record in our system, each notice number is hyperlinked to the actual notice sent. **The new process means our clients will have access directly to each notice sent, without having to request a copy from Data Ticket.**

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Parking Citation  
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**Online Adjudication Letters** – The adjudication letters Data Ticket provides to appellants on behalf of our clients were previously generated directly from Data Ticket. In 2014, we moved our adjudication letters to our noticing vendor, so they more closely resemble our regular notices. In addition, the new letters have provided Data Ticket with the ability to easily scan any requests for hearings directly in our system. The appellant is provided the ability to request a hearing directly on the back of the administrative review results. Finally, the adjudication letters are available online for the City to print and reprint anytime, just like the daily notices.

**No Increase in Fees** – Unlike other vendors, Data Ticket does not rely on an annual CPI charge that increases your costs. We maintain the fees agreed upon in our contract unless services are changed, or postage increases. This is beneficial to the City because it eliminates an increase in annual budgetary costs.